

POSITION DESCRIPTION

Position Title:	Mental Health Clinician – Case Management
Business Unit/Department:	Community Mental Health Team
Division:	Mental Health and Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement, Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	RPN3 / OT2 / SW2 / P2
Reports To:	Program Manager
Direct Reports:	N/A
Date Prepared/Updated:	12 December 2025

Position Purpose
<p>Western Health's Mental Health and Wellbeing Service (WH MH&WS) is situated in a growth corridor where continuous development, service expansion and innovative new programs are on the rise. Working within our catchment area allows for challenging and rewarding careers, where teamwork, flexibility and achievement are apparent in everything we do. We recognise that it takes a team to run a successful service and we value and support all our team members</p> <p>This role provides case management for an allocated caseload of consumers with complex mental health needs. Clinicians deliver recovery-oriented, person-centred care through assessment, care planning, intervention and coordination of services. The role works collaboratively with families, carers, the multidisciplinary team and external providers to support safety, wellbeing and community participation. Clinicians are responsible for maintaining timely documentation, monitoring clinical risk and applying the Mental Health and Wellbeing Act 2022 in daily practice.</p> <p>The role supports continuity of care when colleagues are on leave and contributes to the team duty function as required. Strong organisational skills, communication and reliability are essential to delivering consistent, high-quality community mental health care.</p> <p>The role includes both administrative tasks and direct clinical work, requiring strong time management and organisational skills. Clinicians support consumers through assessment, care planning, intervention, and coordination of services, working closely with families, carers, internal teams and external providers to promote safety, wellbeing, and community participation.</p>
Business Unit Overview
<p>The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.</p>

Our Vision

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The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System.

Western Health's Mental Health and Wellbeing Service (MH&WS) provides a comprehensive range of specialist mental health services to people residing in the local government areas of Melton, Brimbank, Maribyrnong and parts of Hume (Sunbury/Bulla). We deliver specialist clinical programs across Adult Community Services, EMH/PARC/CL Psychiatry, the St Albans Community Care Unit, the Adult Mental Health Rehabilitation Unit, and the Adult Acute Inpatient Unit.

The MH&W service is situated in a growth corridor characterised by continuous development, service expansion, and innovative new programs.

Our recovery-oriented care is delivered by a skilled multidisciplinary workforce, including lived and living experience workers, with input from consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.

The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care.

The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Responsibilities

Clinical Care

- Provide case management for an allocated caseload of consumers, delivering person-centred and recovery-oriented care within scope of practice.
- Conduct comprehensive assessments, develop care plans and provide therapeutic interventions in collaboration with consumers, carers and the treating team.
- Monitor consumer progress, wellbeing and clinical risk, escalating concerns promptly to senior staff.
- Participate in urgent assessments as appropriate and contribute to safe crisis responses.

Care Coordination

- Act as the primary contact and advocate for assigned consumers.
- Coordinate care across internal programs and external services to support recovery goals.
- Engage with families, carers and other support networks where appropriate.
- Support continuity of care when colleagues are on leave.

Legislation and Standards

- Apply the Mental Health and Wellbeing Act 2022 in all aspects of practice.
- Ensure care is trauma-informed, culturally safe and inclusive of family and carer perspectives.

Documentation and Systems

- Maintain accurate, timely and comprehensive clinical documentation in line with organisational requirements.
- Record activity in accordance with Activity Based Funding and data quality expectations.

Professional Development

- Participate in supervision, reflective practice, team discussions and required training.
- Engage in performance reviews and seek feedback for growth.

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- Contribute to team-based quality activities when appropriate.

KPI Expectations

- Work within relevant service KPIs, including contact expectations, documentation standards and timely entry of clinical activity.

Please note that duties and responsibilities may be adjusted from time to time to meet team and service needs, as directed by the manager.

About You:

- You are a motivated and reliable mental health clinician who works well within a supportive multidisciplinary team while taking responsibility for your allocated caseload.
- You bring a compassionate, person-centred approach to care and communicate clearly with consumers, families, carers and service partners.
- You enjoy building therapeutic relationships, coordinating care and supporting consumers to work toward their recovery goals.
- You value reflective practice, ongoing learning and contributing positively to team culture.

Your Experience:

- You have experience working in public mental health settings and supporting consumers with a range of complex needs.
- You are confident completing assessments, coordinating care and providing interventions within a recovery-oriented framework.
- You have sound knowledge of the Mental Health and Wellbeing Act 2022, relevant treatment models and the community mental health system.

You are skilled at building rapport with consumers and carers, maintaining engagement, coordinating referrals and working closely with other services. Your documentation is clear and timely, and you manage competing priorities with professionalism and reliability.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Community Team Manager
- Team Leaders
- Consultant Psychiatrists
- Multidisciplinary Team
- Administration staff
- Other MH&WS clinical programs

External:

- Centralised Triage
- Non-government agencies, AOD services and primary health providers
- General Practitioners
- Private Psychiatrists and Psychologists
- Housing and homelessness services
- Relationship support services
- Consumers, families and carers

Selection Criteria

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Formal Qualifications

Occupational Therapists:

- Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
- An approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.).

Psychologists:

- Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the Psychology Board of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with the Psychology Board of Australia where relevant).

Registered Psychiatric Nurses:

- Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
- Bachelor's degree in Psychiatric/Mental Health Nursing or equivalent, or bachelor's degree in nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.

Social Workers:

- An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

Essential Criteria

- Minimum 2 years' experience providing clinical services to consumers with mental health needs, ideally in community mental health.
- Ability to manage an allocated caseload, including assessment, care planning, intervention and review.
- Understanding of consumer rights, supported decision-making and recovery-oriented practice.
- Knowledge of public community mental health services and evidence-based interventions for complex presentations.
- Ability to identify and monitor clinical risk and escalate concerns appropriately to senior staff.
- Understanding and practical application of your profession's Code of Ethics.
- Understanding of the Mental Health and Wellbeing Act 2022 and relevant policies.
- Strong interpersonal and communication skills, both written and verbal.
- Ability to work with consumers from diverse cultural backgrounds, including use of family-inclusive and gender-sensitive practice.
- Strong organisational skills with the ability to maintain timely, accurate documentation.
- Experience collaborating with primary health providers and external community services.
- High level of reliability and professional conduct.
- Current Victorian driver's licence and capacity to drive fleet vehicles.
- Comply with all legal and professional registration requirements relevant to your discipline.

Desirable

- Ability to speak a second/community language
- Strong digital literacy and documentation skills

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment

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- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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